

# Grand Union Plumbing & Heating – MyHomeCover Terms & Conditions

These Terms & Conditions govern the use of Grand Union Plumbing & Heating's MyHomeCover service plans. They are in addition to our **Standard Terms & Conditions**, available on our website.

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## 1. Introduction

We aim to provide straightforward and transparent information about our plans. These terms are designed to be clear so you understand exactly what is and isn't covered.

By subscribing to a MyHomeCover Plan, you agree to these terms and conditions in full.

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## 2. Scope of Contract

- This contract covers the specific services outlined in the Plan Summary (see Section 6).
  - Only domestic natural gas condensing boilers are eligible. We do **not** cover:
    - Ideal Icos, Isar, Istor models
    - Boiler/cylinder combination & thermal stores units (e.g. Powermax, BoilerMate)
  - This cover is for **residential properties in Milton Keynes** only.
  - A **30-day exclusion period** applies from the plan start date, during which no claims may be made.
  - The minimum contract period is **12 months**, after which the agreement automatically renews on a rolling 12-month basis unless cancelled in writing with 30 days' notice prior to renewal.
  - If the customer cancels the plan within the 12-month period, the remaining balance will be invoiced.
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## 3. Definitions

### Call-Out

Grand Union Plumbing & Heating does not apply any call-out charges. Where the term 'call-out' is used, it refers to a service period of up to one hour, which includes time spent on-site, travel, and associated administrative tasks.

### Final Decoration/Finishings

Includes painting, sanding, flooring, filling, and plastering – these are **not** covered.

### Plumbing & Heating Health Check

A visual, non-invasive overview of your system's condition. Faults not visible or that arise after inspection are not covered.

### System Efficiency Report

An engineer's assessment to identify issues and opportunities for performance improvement. Recommendations are non-binding.

### Beyond Economical Repair

Boiler is deemed unrepairable due to:

- Excessive damage
- Obsolete parts
- Failure of major components (e.g. heat exchanger, boiler casing)

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## 4. Annual Boiler Servicing

Performed by a **Gas Safe registered engineer** between **May–September**, Monday–Friday, 8:00 AM–4:00 PM.

Service includes:

- Flue gas analysis
- Inlet and working gas pressure check
- Cleaning of condensate trap and magnetic filter
- Gas rate test (if needed)
- Safety device checks
- Internal case clean

				MyHomeCover Service Window							
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
If signed up during these months, your service will be completed within								If signed up during these months,			

the **same** year's service window.

your service will be completed during  
**next** year's service window.

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## 5. Priority Call-Outs

Plan Type	Weekday Response (Before 4 PM)	Weekend/Out-of-Hours
Regular Clients	Within 72 hours	Within 72 hours
MyHomeCover Clients	Within 48 hours	Within 72 hours

- Jobs must be logged **Monday–Friday, 8 AM–5 PM** (excluding bank holidays).
- Once free call-outs are used, call-outs are charged at our standard hourly rate minus your plan's applicable discount. Our hourly rate can be viewed on our standard fees table below.
- Free call outs may be used during the 30 day exclusion period, however any remedial works that are discovered during this call out will be chargeable and not covered under your plan.

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## 6. Plan Summaries

### Bronze Plan

- Annual Boiler Service
- Plumbing & Heating Health Check
- Heating Efficiency Tune-Up
- Priority Call-Out Access

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### Silver Plan

Includes all Bronze features, plus:

- 2 Free Call-Outs
- 100% Labour Discount on Boiler & Flue Repairs
- 25% Parts Discount on Boiler & Flue Repairs
- 15% Off All Other Services
- 15% Off New Boiler Installations

## Gold Plan

Includes all Silver features, plus:

- 3 Free Call-Outs
- Annual Anti-Corrosion Treatment
- System Power Flush (every 5 years)
- PureFlow Drinking Water Filter Change
- 100% Labour & Parts Discount on:
  - Boiler
  - Flue
  - Heating Circulation Pump
  - Standard White Panel Radiators
  - Radiator Valves, Thermostats
  - Heating & Water Pipework
  - Gas Supply Pipes
- 25% Parts Discount on Boiler/Flue Repairs
- 20% Off All Other Services
- 50% Off Boiler Installation

## Important Notes (Applicable To All Plans):

- Trace & access is not included.
  - Final decoration/finishings are the customer's responsibility.
  - Valves, vessels, and components connected to pipework are excluded from cover.
  - Boiler warranty protection applies only when a valid manufacturer's warranty is in effect.
  - Maximum £500 discount per job. Unlimited boiler installation discount for members subscribed for 24+ months and renewing.
  - If you've used all the free callouts included in your plan, a diagnostic fee will apply for any additional callouts. This fee covers the cost of assessing the problem and to see whether it's included under the benefits of your plan.
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## 7. What's Not Covered

We do not cover:

- Pre-existing issues
  - Defective installation
  - Sludge, scale, or system contamination
  - External supply issues (gas, electric, water)
  - Cosmetic parts
  - Blocked drains backing into the boiler
  - Weather damage, fire, flood, subsidence, or vandalism
  - Supplier or delivery-related delays
  - Trace & access or final decoration/finishes for pipework repairs
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## 8. Cancellations & Payment Terms

- 24 hours' notice is required for appointment changes.
  - Subscriptions auto-renew unless cancelled **14 days** before renewal. Renewal notices will be sent **30 days prior** via email.
  - Grand Union may cancel the plan at any time with reasonable cause.
  - Cancellation within the initial 12-month period results in invoicing for the remaining contract value.
  - Prices may increase annually by the **Consumer Price Index (CPI)**, capped at 5%.
  - Cancelling and restarting a Direct Debit resets your cover period.
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## 9. Cooling-Off Period

You are entitled to cancel within **14 days** of purchase for a full refund. However, if a breakdown occurs within this period, full charges apply upon cancellation.

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## 10. Certificates

All certificates are stored electronically and can be emailed free of charge.

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## 11. Additional Info

- If you move home, a **£45+VAT inspection fee** applies to transfer your plan to the new property, any pre-existing faults or issues with the installation will not be covered.
- PureFlow filter service only applies to Grand Union Pureflow filters or 10" Aquafilter filter housing
- Plan benefits hold no cash value and are non-transferable.

## 12. Standard Fees Table (Domestic Customers Only)

Item	Price ex VAT	Price inc VAT
Domestic Hourly Labour Rate*	£91.67	£110
Domestic Boiler Service	£108.33	£130
Unvented Cylinder Service	£75	£90
Boiler & Unvented Cylinder Service	£133.33	£160
Gas Fire Service	£125	£150
Gas Inspection (CP12)	£70.83	£85
Drainage Unblocking**	£166.67	£200
Plumbing & Heating Health Check	£45.83	£55
System Efficiency Tune Up	£45.83	£55
Recall - New Issue Fee	£75	£90
Missed Appointment Fee	£50	£60

\*Grand Union Plumbing & Heating does not apply any call-out charges. Where the term 'call-out' is used, it refers to a service period of up to one hour, which includes time spent on-site, travel, and associated administrative tasks.

\*\*£100 fee (inc VAT) attendance fee is still payable if no drainage manhole access or unable to clear due to factors outside of our control.

## 13. Legal Responsibility

In the event of any legal dispute, **all associated recovery costs, including but not limited to legal fees, shall be the responsibility of the customer** if Grand Union Plumbing & Heating is found to be acting within its contractual rights.

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## Contact Us

**Grand Union Plumbing & Heating**

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